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# To log in to the RGA Conference Server:

- Open your internet, Enter the IP Address given by your provider
- Enter Login Name: [as previously provided by NATG]
- Enter **Passcode:** [as previously provided by NATG]
- Click Log in
- Once you are logged in, the home page will be displayed. The Home page lists the existing conference rooms in your account

To Log Out: Click Logout in the top right corner of your screen

**Important Note**: Please do NOT delete the admin account of the natg account. If you do, we may need to restore the program which will wipe out any saved settings

				Conferences			
٨dd	)		Fin	d 🕺 🛞 On Date 🔠 🕱		1	Delet
No.	Account	Subject	iCal	Comments	Hoderator	Participant	Sele
1	admin	Conference for Schedule Discussion with RP	iCal	ON-DEMAND	140114	0114	0
2	admin	Conference for XOP and Shelton	iCal	ON-DENAND	2121	1414	
3	bjposey	Conference for biposey	iCal	ON-DEMAND	34527	98430	
4	dblake	Conference for dblake	iCal	ON-DENAND	86570	58163	
5	dsidwell	Conference for dsidwell	iCal	ON-DERAND	11127	13710	0

## **<u>Creating an Account for another User:</u>**

- Log in to RGA Conference Server
- From the Home Page, click Account Profile
- Fill in Personal Info:
  - Login Name (this will be used for the for the employee's login Name)
  - Password (numeric) (this will be used for the employee's login passcode)
  - First Name/Last Name
  - Primary Phone: Enter the phone number that the callers call to join the conference
  - Primary Email
- The rest of the information can be left blank
- If you would like report send to their email, fill in the Email Settings
  - Click Test to test the connections
- Click Submit Submit when Finished
- Logout if finished

NEC a	NEC admin RGA Conference Server							
Account	t Profile	Resource	es Ser	vices	Real View	v Report	s Administration	
Cancel						Accou	nt Profile	
Personal Info								
		Login	(risti					
	Nev	v Password •	•••					
Co	nfirm Nev	v Password •	•••					
		First Name	(risti					
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	Prin	nary Phone 6	048569	155				
	Alterna	te Phone 1						
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	Prir	mary Email <mark>k</mark>	lepore@	@natg.c	ca			
	Secon	dary Email						
	SM	15 Address						
	Pag	er Address						
		Page Size 1	15 [0 means unlimited]					
		Language						
					Pacific Time			
At	least one (				is required, a address is als		one phone number o	
- Email Settings-								
-								
Note: Summary reports are disabled by the system administrator.								
Email Provider Settings								
	Server -	1			F	Port		
$\rightarrow$	25	5					_	
	r Name						Test	
	Password							
Authen	tication	🛛 Plain 🛛 🖲	Login	Cra	m-MD5			





2017-01-23 17:12 Logout

9155

🛄 🗶

9155

Reset

Hold Music 🔃

209

# **Deleting an Account for another User:**

- Log in to RGA Conference Server
- Click **Resources**, then click **Accounts**
- Beside the person you would like to delete, click the **delete** box, then **Apply Changes**
- Logout when finished

NEC	NEC admin						
Acco	ount Pro	ofile	Resources	Services			
Add			Accounts				
			Address Bo	Address Book			
No.	Login	Ow	Users				

**RGA** Confe

Find

Add		Accounts Filter	Filter	Apply (	Changes
No.	Login	Owner Name	Active	Locked	Delete
1	natg	natq			
2	Kristi	Kristi LePore			
3	nuser	nuser nuser			

🕱 On Date

ON-DEMAND

Add Conference

209

Audio Messages and Music

\*About To Join\* 
 \*System Music\*

Join Message 🔃

iCal

Subject Conference for Kristi

# **<u>Creating/Modifying a Conference</u>**

Note: If the employee has an Account setup, they can create their own conference.

NEC Kristi

Add

1

Account Profile

Conferences

Conference for Kristi

- Using the above instructions,
   Log in to RGA Conference Server
- From the Home Page, click Add to create a new conference OR To Modify a conference, click on the conference you'd like to modify

Note: if you are not on the home page, click Services and then click Conferences

- Enter a Subject Name, example: Conference for Kristi
- Under Basic Settings, enter the settings you'd like for this conference:
  - Access Codes:
    - Moderator: Enter what you would like your moderator number to be (only used for yourself) (must be a number, suggestion would be using your extension number (ex. 209))
       Moderator Participant
    - Participant: Enter the access code you would like callers to enter when they're joining the conference (ex. 9155)

#### • Audio Messages and Music

- Greeting: Leave as None
- Join Message, select between:
  - **None**: Selecting None will not notify that caller when they join the conference

None

• **About To Join**: Selecting About to Join will announce to the caller that they are "about to join the conference" before the conference begins

Greeting 🔃

- Hold Music: Leave as \*System Music\*
- Audio Options
  - Entry Tone: This is the sound that will play when someone joins the conference (suggested setting is none or beep)
     Entry tone beep 
     Entry tone beep 
     Entry tone beep 
     Entry tone beep
  - Exit Tone: This is what will play when someone exits the conference (suggested setting is none or beep)

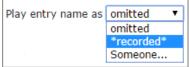
• Audio Options

- Play Entry Name as:
  - Omitted: Does not announce that someone has joined the conference
  - Recorded: The system has the caller record their name when they dial in. Their name will play when they join the conference
  - Someone: The system will announce "Someone has joined the conference" when the caller joins the conference
- Participants enter: Unmuted, Moderator-muted, Self-muted
  - Unmuted: Leave checked
  - Moderator-muted: Leave unchecked •
  - Self-muted: Leave unchecked
- Play tone when attendee raises hand : Leave unchecked
- Entry/exit sound limits (minutes)
- Play entry name at exit
  - If pre-recorded, this will play the person's name when they leave the conference
- **Play Wait-For-Conference announcement** 
  - This will announce to the entry that they are waiting for the conference to begin •
- **Security Options** 0
  - Wait for moderator to join
    - If unchecked, the participants will be connected even if the moderator has not joined • yet Wait for moderator to join
  - **Disconnect lone participants** 
    - This will disconnect a party if they are the last one left in the conference
      - after everyone else has left. (recommended so it doesn't tie up your phone lines)
  - Stop conference when moderator disconnects
    - This will disconnect the conference once they have hung up. If not selected, participants will still be in the conference until they hang up
- Click Submit **Submit** when finished

Subject Conference for Kristi	
Basic Settings Scheduling	
Basic Settings	
Access Codes	<ul> <li>Audio Messages and Music</li> </ul>
Moderator Participant Greeting 🚺	
209 9155 Reset None	*About To Join*      *System Music*
Audio	Options
Entry tone beep 🔻 🌆 Exit tone beep 💌 🕼	Entry/exit sound limits (minutes) Entry never  Exit never
Play entry name as omitted 🔹	Play entry name at exit
Participants enter      O Unmuted	✓ Play Wait-For-Conference announcement
Play tone when attendee raises hand	
Security	y Options
Wait for moderator to join	Stop conference when moderator disconnects
Disconnect lone participants	

Add Conference

Page 3 of 5



Entry/exit sound limits (minutes) Entry 5 • Exit never • Play entry name at exit Play Wait-For-Conference announcement

- Disconnect lone participants

Submit

Stop conference when moderator disconnects



2017-01-23 17:12 Logout

Participant

9155

**X** 

Moderate

209

# **Scheduling a Conference Call:**

- Log in to RGA Conference Server •
- From the Home Page, click to create a new conference OR To Modify a conference, click on theconference you'd like to modify

Note: if you are not on the home page, click Services and then click Conferences

NEC Kristi

Add

No.

unt Profile

Conferences

Conference for Kristi

Find

- Click Scheduling •
- Click Enable Scheduling
- Choose if you would like participants to call in during this specific time or No call in if you would not like participants to be able to join after the conference has started
- Basic Settings 🦻 Scheduling Enable Scheduling Number of ports to reserve 0 [0 means unlimited] Ouick Schedule -Call-in? On call-in? Timezone (GMT-08:00) Pacific Time (US & Canada) Begin Date Specific V 6 V 00 V PM V • 1-74-7017 thru 7 🔻 00 🔻 PM 🕱

Reports

Comments

ON-DEMAND

Cal

🕱 On Date

- Choose the **Begin Date** •
- Choose the Duration Time
- Choose Recurrence
- Click Submit Submit when finished

### Adding Conference to your Calendar:

- Log in to RGA Conference Server
- Once you have a conference created (follow instructions for creating a conference), you will see your conference on the home

- Click on **iCal** •
- For your first set up, your calendar to use by default, choose the calendar
- You will see the calendar double click on it to open
- The calendar event will include the information your entered in your account (ie the Primary to to join the conference and the

NEC Kristi 2017-01-23 17:12 Logout RGA Conference Ser unt Profile Reports Add Conferences 🕱 On Date 🛄 🗶 iCal ON-DEMAND 9155 1 Conference for Kristi 209

page. Note: if you are not on the home page, click Services and then click Conferences

- computer will ask you which
- downloaded on your screen,
- phone number for them to call in

APPOINTMENT INSERT FORMAT TEXT REVIEW UC Suite 2 🗓 Calendar N 🚾 Show As: 📃 Busy Save & Delete 🕞 Forward Appointment Scheduling Meeting Invite 🐥 Reminder: 🛛 1 day Close Assistant Notes Attendees Actions Show Meeting Notes Attendees Options Notification for Conference for Kristi Subject Location localhost : 800-555-1212 then 9155# Mon 1/23/2017 • 6:12 PM All day event Start time + | En<u>d</u> time Mon 1/23/2017 7:12 PM -Conference for Kristi To join the audio conference, dial 800-555-1212, then enter access code 9155#.

access code). Modify whatever information you'd like

- Click Invite Attendees if desired
- Click Save & Close



## **Joining a Conference Call:**

- Call direct line (if applicable) OR Call main number and ask reception to transfer you in to the conference
- Once you are transferred in to the conference, you will be prompted to **enter** your a**ccess code** followed by the # sign
- Follow Prompts

## Transferring a caller in to a Conference Call:

- With the active call, press your transfer key, enter the voicemail extension given by your provider
- Hang up
- The caller will then follow the instruction for "Joining a Conference Call"

## To add a call to your Conference Call:

• Log in to RGA Conference Server

